

Martin County Veteran Van Policy

It is the policy of the [Martin County Veterans Service Office](#) to provide transportation to all veterans who have appointments with the VA Medical Center.

Please help us do this by remembering the following procedures:

1) Veterans who are unable to acquire transportation for VA Medical Center appointments are eligible for transportation. We will transport veterans whenever the need arises, within the guidelines of our van scheduling policy. If space is available, a dependent may accompany the veteran as an aid to his VA Medical center appointments.

2) To request this service, contact Martin County Veteran Services, so your name may be entered into the appointment book (first-come, first-serve). Do not schedule this service with a van driver. Call our office between the hours of 8:00 a.m. - 4:30 p.m. (Monday through Friday) at 507-238-3220. A five day notice is preferred.

3) Veterans afflicted with signs and/or symptoms of the following possible life-threatening emergencies CANNOT be transported in the vehicle:

- Chest pains, other than from history of existing illness
- Shortness of breathe, for any reason
- Those requiring continued use of special equipment during transport (i.e. oxygen apparatus, wheelchairs or scooters)
- At the driver's discretion, any person, who in his lay opinion, needs immediate medical attention before transport to the VAMC
- Anyone under the influence of alcohol or illegal drugs

4) Transporting veterans is based on a first-come, first-serve basis (except emergencies) according to the following priorities:

- Must see a doctor due to a sudden illness/injury not classified in No. 3 above
- Veterans with scheduled appointments
- Veterans returning from the VA Medical Centers.
- Veterans dependents with appointments
- Veterans without appointments
- Dependents accompanying veterans to a scheduled appointment, and those visiting veterans in the VAMC

5) For the convenience of other riders and the volunteer van drivers, if at all possible, please schedule your appointments between the hours of 9:00 a.m. and 2:00 p.m.

6) Weather related Van cancellations are left to the discretion of the Van Driver (unless the CVSO cancels the trip first).

7) The Van picks up and drops off veterans at several designated locations, contact the Veteran Service Office for details.

8) We require that you follow the below listed conditions while riding in the county vehicle:

- No smoking at any time
- Seat belts must be worn
- Acceptable personal hygiene and language. (driver's discretion)
- No use or transport of alcohol or illegal drugs
- Per VA Medical Center Policy, bring a 3-day supply of medication and adequate funds for meals should you have to stay overnight
- Please remember that the van drivers are volunteers, so please treat them with courtesy and respect
- The van will depart the VA Medical Center at the driver's discretion. Please keep the driver informed of your location at all times
- Dress appropriately for the weather conditions in case of an emergency (i.e. boots and winter coat)

9) If it is your first time at the VA Medical Center, ask the driver to brief you on the correct procedures for Admissions Check-in and Pharmacy.

10) Veterans in the following categories are eligible for travel pay from the VAMC:

- Veterans with service-connected disabilities rated at 30% or greater
- Veterans traveling for treatment of a service-connected condition
- Veterans receiving a VA pension
- Veterans traveling for scheduled compensation or pension examinations
- Veterans whose income does not exceed the maximum VA pension rate as demonstrated by your enrollment financial means test (VA Form 10-10EZ) or your annual financial means test (VA Form 10-10EZR (renewal form)).

Mileage reimbursement is made at the current rate of 41 1/2 cents per mile. Travel payment is subject to a deductible of \$3 for each one-way trip. There is an \$18 per month maximum deductible.

You are not subject to a deductible if you are traveling for a compensation of pension examination or if you request a waiver at the VAMC Travel Office annually in January if you are receiving a VA pension or your income is below the pension level according to your annual means test.

We ask that you request travel pay when you check in at your first clinic appointment. They will give you a form that needs to be turned in to the travel section for payment. We ask that you turn this money over to the van driver, so that we may deposit it into a county fund to help offset the expenses of this program. Any other donations are also welcome and greatly appreciated.

11) The Martin County Veteran Service Office does track no shows and so does the VA Medical Centers. Please have the courtesy to call and let us know if you are not going to ride so the Van driver does not wait in vain for you to show up.

12) The Veterans Service Officer must approve any exceptions to the above policies as well as any contingency not addressed in this policy.

*This service is authorized by the County Commissioners and if you appreciate it, we hope that you will tell your District Commissioner...without feedback they will never know.